

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

Kinship Locator Service

PROPOSALS ARE DUE NO LATER THAN 02-02-15 at 5:00 pm CST

RFP #121

BUYER: Department of
Social Services, Division of
Child Protection Services

POC: Mark Close
Mark.Close@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____
ADDRESS: _____ TYPE OR PRINT NAME: _____
CITY/STATE: _____ TELEPHONE NO: _____
ZIP (9 DIGIT): _____ FAX NO: _____
FEDERAL TAX ID#: _____ E-MAIL: _____

PRIMARY CONTACT INFORMATION

CONTACT NAME: _____ TELEPHONE NO: _____
FAX NO: _____ E-MAIL: _____

1.0 **GENERAL INFORMATION**

1.1 **PURPOSE OF REQUEST FOR PROPOSAL (RFP)**

Child Protection Services' (CPS) goal is to keep children safe in their homes and when not possible, children may need a temporary placement, such as with a relative, until they can safely return home. Children have the right to be placed in homes known to them whenever possible; therefore kinship locators are needed to assist in searching for relatives. The purpose of the request for proposal is to select an Offeror(s) to work with CPS in Region 5 (service area covered by Aberdeen, Watertown, Brookings and Huron Offices) and Region 7 (service area covered by the Mitchell, Lake Andes, Yankton and Vermillion Offices) to locate and engage relatives to determine their interest in becoming a placement resource and/or developing connections for children in custody.

1.2 **ISSUING OFFICE AND RFP REFERENCE NUMBER**

The Department of Social Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Division of Child Protection Services. The reference number for the transaction is RFP #121. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/rfp/index.asp> for the RFP, any related questions/answers, changes to schedule of activities, etc.

1.3 **LETTER OF INTENT**

All interested offerors are requested to submit a non-binding **Letter of Intent** to respond to this RFP. While preferred, a Letter of Intent is not mandatory to submit a proposal.

The letter of intent must be received by email in the Department of Social Services by no later than 12-22-14 and must be addressed to Mark Close at Mark.Close@state.sd.us. Place the following in the subject line of your email: "**Letter of Intent for RFP #121.**" Be sure to reference the RFP number in any attached letter or document.

1.4 **SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)**

RFP Publication	<u>12-12-14</u>
Letter of Intent to Respond Due	<u>12-22-14</u>
Deadline for Submission of Written Inquiries	<u>01-12-15</u>
Responses to Offeror Questions	<u>01-19-15</u>
Proposal Submission	<u>02-02-05 by 5:00 pm CST</u>
Oral Presentations/discussions (if required)	<u>To Be Announced if Needed</u>
Deadline for Completion of Site Visits (if required)	<u>To Be Announced if Needed</u>
Proposal Revisions (if required)	<u>To Be Announced if Needed</u>
Anticipated Award Decision/Contract Negotiation	<u>02-23-15</u>

1.5 **SUBMITTING YOUR PROPOSAL**

All proposals must be completed and received in the Department of Social Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

An original and five (5) identical copies, and one (1) digital of the proposal shall be submitted.

All proposals must be signed in ink by an officer of the responder legally authorized to bind the responder to the proposal, and sealed in the form intended by the respondent. Proposals that are not properly signed may be rejected. The sealed envelope must be marked with the appropriate RFP Number and Title. The words "Sealed Proposal Enclosed" must be prominently denoted on the outside of the shipping container. **Proposals must be addressed and labeled as follows:**

**REQUEST FOR PROPOSAL #121 PROPOSAL DUE 02-02-15
SOUTH DAKOTA DEPARTMENT OF SOCIAL SERVICES
ATTENTION: Mark Close
700 GOVERNORS DRIVE
PIERRE, SD 57501-2291**

No punctuation is used in the address. The above address as displayed should be the only information in the address field.

No proposal may be accepted from, or any contract or purchase order awarded to any person, firm or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.7 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.8 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

1.9 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after 01-12-15. Email inquiries must be sent to Mark.Close@state.sd.us with the subject line "RFP #121."

The Department of Social Services will respond to offerors inquiries by posting the offeror aggregated questions and Department responses on the DSS website at <http://dss.sd.gov/rfp/index.asp> no later than

01-19-15. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.10 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected. The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.11 LENGTH OF CONTRACT

The contract resulting from this RFP will be issued for a period of 15 months. The first part of the contract will run March 1, 2015 through May 31, 2015 and the second part of the contract will run June 1, 2015 through May 31, 2016, with the option for renewal for up to two (2), one (1) year contracts at the discretion of the State of South Dakota. The laws of South Dakota shall govern this transaction.

1.12 GOVERNING LAW

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in Hughes, County, State of South Dakota. The laws of South Dakota shall govern this transaction.

1.13 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD AGREEMENT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include the State's standard terms and conditions as seen in Attachment A:

3.0 SCOPE OF WORK

The goal of Child Protection Services is to maintain children safety in their homes and when not possible, children may need a temporary placement until they can return safely to their home. Whenever possible, and when in the best interest of a child, either in an initial, on-going or permanent placement, relatives must be considered for placement before any other placement. South Dakota has a relative preference law, SDCL 26-7A-19, which mandates placement preference to a qualified relative. Prior to placement with a relative, diligent efforts will be made to identify and locate maternal and paternal adult relatives for children involved with Child Protection Services.

3.1 Kinship Locator

- 3.1.1 Describe in the RFP proposal the offeror's philosophy regarding kinship care and the importance of family connections.
- 3.1.2 Describe in the RFP proposal how the offeror will conduct searches to identify and engage parents, grandparents and other adult relative of children in the care/custody of the Department of Social Services within Region 5 (service area covered by Aberdeen, Watertown, Brookings and Huron) and/or Region 7 (service area covered by Mitchell, Lake Andes, Yankton and Vermillion in Child Protection Services Regions.
- 3.1.3 Child Protection Services will provide various relative search resources as tools for identifying and locating potential kinship resources. Describe in the RFP proposal the types of resources or tools the offeror would use or has used in the past in locating kinship resources.
- 3.1.4 The selected offeror will be expected to locate and encourage parents/relatives to become active in the child's life, which may lead to a potential kinship placement. Describe in the RFP proposal the techniques the offeror would use to engage the family, encourage involvement and educate them on the importance of keeping children placed with kin verses placing the children in foster care. Furthermore, if placement is not an option for the respective kin, how will the selected offeror encourage them to stay connected to the child?
- 3.1.5 Exchange of Information: Describe in the RFP proposal how the exchange of information will occur with Child Protection Services regarding locating family members and engagement of family throughout the process. Include a plan for assignment of cases, tasks to be completed and reports to be provided to Child Protection Services.
- 3.1.6 Monitoring and Evaluation:
 - 3.1.6.1 Describe in the RFP proposal what process will be utilized to monitor the consistency and quality of locating family members and the processes used to encourage relative involvement in children's lives while they are working with Child Protection Services
 - 3.1.6.2 Describe in the RFP proposal what process will be utilized to manage the program and evaluate the performance of staff assigned to complete the work
- 3.1.7 Offeror will complete the Client Relative Search Screen in FACIS, documenting data such as Relative Name, Relationship, Placement Resource, Address, and Relationship. Documentation is required when notification letters are sent, phone calls made, home visits completed and what the outcomes are of these types of contacts

3.2 Kinship Locator Reporting Requirement

The selected offeror will be expected to submit a Quarterly and End of the Year Report to Child Protection Services State Office with the following information:

- 3.2.1 Number and Names of relatives located each month, during the quarter and the total number at the end of the year
- 3.2.2 Name, Race, Familial Relationship of the kinship applicants referred to the Offeror each month, quarter and total number at the end of the year
- 3.2.3 Outcomes for each relative located to include the following:
 - 3.2.3.1 How relative was located
 - 3.2.3.2 Response type from Relative
 - 3.2.3.3 Relative chooses not to be a placement option and reason(s) why
 - 3.2.3.4 Relative is willing to be a placement option; or
 - 3.2.3.5 Relative is willing to be a supportive connection
- 3.2.4 Detailed report of expenditures for the quarter and the amount left in the grant agreement

3.3 The selected offeror must provide assurances for the following program responsibilities and expectations in the proposal and provide copies of policy and procedure materials upon request:

- 3.3.1 Confidentiality of Child Protection Services information.
- 3.3.2 Financial management, including management of multiple funding sources, separate from all other agency funding. Financial income vs. expenditure reports must be submitted on a quarterly basis to the State. An outside accounting firm may be used to meet this requirement.
- 3.3.3 Allow Child Protection Services to review all financial records related to the grant upon request.
- 3.3.4 Sound personnel and administrative policies and practices are in place for employees that include an employee manual addressing policies such as sick and annual leave, work adjust hours, overtime, employee review process and expense reimbursement requests.
- 3.3.5 Each employee is aware of mandatory child abuse and neglect reporting requirements.
- 3.3.6 Communicate with Child Protection Services via phone conference and/or face to face to review progress on relative search efforts as well as address issues or concerns related to these efforts on a weekly basis
- 3.3.7 Give credit to Child Protection Services for its funding support on all press releases, reports, brochures and other related materials. Provide Child Protection Services with draft materials for approval.
- 3.3.8 Provide telephone service, voice messaging service, e-mail access, internet access, and a general agency e-mail address.

3.4 The successful offeror will have the following organization qualities and characteristics:

- 3.4.1 A history of providing high quality training and consultation at the community level.

- 3.4.2 A philosophical comment and demonstrated experience in collaboration and partnership with Department of Social Services
- 3.4.3 An administrative structure capable of efficiently managing statewide consultant staff as well as subcontracts where necessary.
- 3.4.4 Demonstrated leadership capability and orientation to developing services in collaboration with the Department of Social Services and/or other provider agencies as well as making changes to services provided as the needs of the State continue to change.
- 3.4.5 A strong commitment to address cultural diversity
- 3.4.6 A history of high levels of communication, both orally and in writing, with regard to keeping others informed.
- 3.4.7 A history of demonstrated effectiveness in subcontract management and/or lead agency coordination of multiple providers. As well as a description of how challenging issues were addressed within those contracts.

3.5 System outcomes to be accomplished within the context of this contract:

- 3.5.1 Increase the number of relatives available and willing to take an active part in the lives of children who are involved with Child Protection Services, whether that is through being a placement option or a connection.
- 3.5.2 Increase the number of relatives available to become permanent placement options for children who are involved with Child Protection Services.
- 3.5.3 Increase public recognition of the valued role of kinship families within the child welfare system
- 3.5.4 A description of needed resources, both personnel and non-personnel needed to perform all activities on the RFP.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.
- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.

- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
 - a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
 - b. Dates of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.5 The offeror must submit information that demonstrates their availability and familiarity with the locale in which the project (s) are to be implemented.
- 4.6 The offeror must detail examples that document their ability and proven history in handling special project constraints.
- 4.7 If an offeror's proposal is not accepted by the State, the proposal will not be reviewed.

5.0 **PROPOSAL RESPONSE FORMAT**

- 5.1 An original and five (5) copies shall be submitted.
 - 5.1.1 In addition, the offeror should provide one (1) copy of their entire proposal, including all attachments and cost proposal, in PDF electronic format. Offerors may not send the electronically formatted copy of their proposal via email.
 - 5.1.2 The proposal should be page numbered and should have an index and/or a table of contents referencing the appropriate page number.
- 5.2 All proposals must be organized and tabbed with labels for the following headings:
 - 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
 - 5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
 - 5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - 5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.
 - 5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP as detailed in Sections 3 and 4. The response should identify each requirement being addressed as enumerated in the RFP.
 - 5.2.3.3 A clear description of any options or alternatives proposed.

- 5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

See section 7.0 for more information related to the cost proposal.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

- 6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria listed in order of importance:
- 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
 - 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
 - 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
 - 6.1.4 Availability to the project locale;
 - 6.1.5 Familiarity with the project locale;
 - 6.1.6 Proposed project management techniques;
 - 6.1.7 Ability and proven history in handling special project constraints, and
 - 6.1.8 Cost proposal.
- 6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.
- 6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.
- 6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.
- 6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.
- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.
 - 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.

7.0 COST PROPOSAL

The offeror should submit their proposal for allocation of various expenses associated with providing services to the State within the scope of their proposal. This proposal should include all costs associated with Personnel costs (administration costs, employee salaries and benefits), operating costs (equipment and supplies, printing/publishing/postage, telephone/cell phone/internet, office supplies, insurances, staff travel) and any other expenses that are deemed necessary to perform the services outlined in this proposal. Attachment B is a spreadsheet provided for the completion and submittal of the cost proposal. More than one cost proposal may be submitted.